

GoodWe Energy Storage Products General Policy Statement

The below statement lays out GoodWe general policies governing the energy storage inverters of the series ES, EM, SBP, ET, EH and BH.

1. For Hybrid inverters (Series ES, EM, EH and ET), the standard PV installation typically consists of the connection of the inverter with both panels and batteries. In case of systems not connected to the batteries, the backup function is strongly not advised to use. GoodWe shall not cover the standard warranty and be liable for any consequences arising from users not following this instruction.
2. Under normal circumstances, the backup switching time is less than 10 ms (the minimal condition to be considered as the UPS level). However, some external factors may cause the system to fail on backup mode. As such, we recommend the users to be aware of conditions and follow the instructions as below:

- 1) Do not connect loads if they are dependent on a stable energy supply for a reliable operation.
- 2) Do not connect the loads which may in total exceed the maximum backup capacity.
- 3) Try to avoid those loads which may create very high start-up current surges such as non-inverter air-conditioner, high-power pump etc.
- 4) Due to the condition of battery itself, battery current might be limited by some factors including but not limited to the temperature, weather etc.